

DELAWARE TRANSIT CORPORATION

POSTING NO. 054-2016

POSITION VACANCY POSTING  
**MULTIPLE VACANCIES**  
**RE-POSTED**

DATE OF POSTING January 4, 2016

CLOSING DATE January 22, 2016

**METHOD OF APPLICATION: Employment Application and/or Resume**

INTERESTED EMPLOYEES MUST FILE FOR THIS POSITION BY COMPLETING THE APPROPRIATE BID FORM OR SUBMITTING A LETTER OF INTEREST, EMPLOYMENT APPLICATION AND RESUME TO THE EMPLOYMENT SECTION OF THE HUMAN RESOURCES DEPARTMENT BY 4:30 P.M. ON **January 22, 2016**. POSITIONS COVERED BY COLLECTIVE BARGAINING AGREEMENTS WILL BE AWARDED IN ACCORDANCE WITH THE PROVISIONS AND PROCEDURES CONTAINED IN THE APPLICABLE CURRENT BARGAINING AGREEMENT.

POSITION #: XXX JOB CODE #: XXX

POSITION TITLE Control Center Service Supervisor

PAY GRADE 13 PAY RATE  PAY RANGE \$38,515 - \$48,144  
(MINIMUM TO MAXIMUM)

LOCATION: DISTRICT New Castle County/Beech Street DEPARTMENT Transportation  
SECTION Operations

CLASSIFICATION: FULL TIME X PART-TIME

CONTRACT: 8FR  8DR  32  N/C X

SCHEDULED HOURS Varied SCHEDULED DAYS Varied

**SUMMARY OF POSITION:**

The Control Center Service Supervisor is responsible for the monitoring and coordination of Delaware Transit Corporation (DTC) Services statewide in order for the organization to fulfill its mission of providing an effective, efficient and reliable transit system. This activity takes place in the centralized control center by highly trained personnel using systems, technology, and facilities specifically designed to monitor and control DTC assets across the State of Delaware to meet the goal of optimum performance. Specific responsibilities include extensive use of Trapeze systems to monitor, adjust, and report on revenue service performance, ADA compliance, operator behavior, and ridership issues. The Control Center Service Supervisor manages all incidents in real time involving DTC staff, equipment, or customers utilizing DTC resources across the state and is routinely in contact with local and/or state authorities, agencies or first responders in carrying out these duties where DTC service and assets are involved. The Control Center Service Supervisor works extensively with internal and external resources managing a dynamic service environment requiring schedule changes due to issues such as detours, trip cancellations, staffing, equipment, or other issues that require intervention by the Control Center to minimize the impact on the DTC revenue services. The Control Center Service Supervisor has the authority to make service adjustments and coordinate with other departments by reassigning operators, equipment, schedules, or manifests. The Control Center Service Supervisor has the authority to direct other departments such as Maintenance or Safety in support...

JOB DESCRIPTION: AVAILABLE THRU HR DEPT X

EQUAL OPPORTUNITY EMPLOYER  
**SEE PREFERRED QUALIFICATIONS ON SECOND PAGE**

...of service needs at the time. The Control Center Service Supervisor regularly reports on violations by personnel to Operations Managers for handling and follow up, including incidents, accident investigations, and other performance or disciplinary issues. The position operates on multiple shifts that span a broad service day seven days per week.

**Preferred Qualifications:**

**Please address each Preferred Qualification separately. Failure to do so could result in a disqualification.**

1. Knowledge or experience with supervisory functions necessary to meet the service requirements of a transit system.

**Applicants must detail all experience in supervisory functions in a transit system.**

2. Experience with dispatching and/or operation of a service-oriented transportation system.

**Applicants must detail all experience in dispatching and/or operation of a transportation system.**

3. Strong computer skills, including scheduling and communications software.

**Applicants must detail all experience in computer use and automated communications**

4. Experience administering Collective Bargaining Unit provisions with regard to work assignments, attendance, service operations, discipline, etc.

**Applicants must detail all experience in administering a Collective Bargaining Agreement to include work assignments, attendance, discipline, and service operations.**

JOB DESCRIPTION: AVAILABLE THRU HR DEPT     X    

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EQUAL OPPORTUNITY EMPLOYER

**" Resume must specifically address the skills referenced in this summary."**

DTC is an "Equal Opportunity Employer". Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an accommodation, applicants may call (302) 760-2891. TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

**APPLICATIONS CAN BE ACCESSED ON LINE AT [www.dartfirststate.com](http://www.dartfirststate.com)**